

Industry Guidelines for
Toll Free Number Administration

Issue 6
October 1996

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This document was developed by the Ad Hoc 800 Database Committee, a committee under the auspices of the Carrier Liaison Committee and sponsored by the Alliance for Telecommunications Industry Solutions, Inc. (ATIS). These guidelines were modified, and are now maintained, by the SMS/800 Number Administration Committee (SNAC), a committee under the auspices of the Carrier Liaison Committee's Ordering and Billing Forum, also sponsored by ATIS.

These guidelines are printed and distributed by the SMS/800 Management Team.

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Washington, D.C. 20005
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Note: There are several FCC Orders that may alter the provisions of the Industry Guidelines for Toll Free Number Administration. Readers are advised to review and understand the implications of these FCC Orders and pay attention to the future FCC Orders that may impact the information provided in this document.

Introduction

On May 1, 1993, the management and assignment of 800 numbers transitioned from the Interim 800-NXX Plan to ten digit management in the national 800 Service Management System (SMS/800) database.

The following guidelines were cooperatively developed, reviewed and approved by the Ad Hoc 800 Database Committee (a committee of the Carrier Liaison Committee) for the purpose of providing the industry with a set of working principles for the administration of 800 Service in this changed environment.

At the February 1995 session of the OBF (#49), the Ad Hoc 800 Database Committee officially adopted a new name and began to function operationally as the SMS/800 Number Administration Committee (SNAC).

These guidelines were modified in planning for the implementation of 8XX Service Access Codes by the SMS/800 Number Administration Committee (SNAC) to contain agreements reached to support resource exhaust, when applicable. Resource exhaust is defined as an emergency situation where the industry has agreed to invoke conservation measures to delay exhaustion of the toll free number resource.

It is important to note that, as such, conservation measures are identifiable by italics and are implemented on an interim basis. Conservation measures remain as the operational guidelines only until the industry has agreed that resource exhaustion has been relieved. Upon relief, the reversion to business as usual is immediate (standard guidelines apply).

The conservation mode is invoked by the industry when it is known that relief will not be available at the projected time of 90% fill rate.

These guidelines are arranged in five sections; Resp Org Responsibilities, Ten Digit Toll Free Number Administration, Coordinated Conversion of Toll Free Service, SMS/800 Help Desk Responsibilities, and a Glossary. It is expected that all participants in the provision and use of Toll Free Service demonstrate a good faith effort towards adherence to these guidelines, and while compliance is voluntary, deliberate abuse of these guidelines may be referred by any participant to the Federal Communications Commission of the United States government, or to the Director General, Spectrum Engineering, Industry Canada, as appropriate.

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1. Resp Org Responsibilities

1.1 Preface

The entity identified by the Toll Free Service Customer that assumes the duty of managing and administering the appropriate records in the 800 Service Management System (SMS/800) is referred to as the Responsible Organization (Resp Org). This section outlines the responsibilities of the Resp Org for managing and administering the SMS/800 record. The following are principles which have been identified as being essential to operating as a Customer's Resp Org:

- Adhere to the "Industry Guidelines for Toll Free Number Administration"
- Work with the SMS/800 Help Desk Administrator to obtain, maintain, and correctly utilize SMS/800 interface capabilities and the Toll Free number resources allocated to SMS/800 for Customer assignment.
- Adhere to agreements established through the Alliance for Telecommunications Industry Solutions (ATIS, formerly ECSA) industry forum process. (Refer to the "Reference List for Toll Free Service", which can be obtained from the SMS/800 Help Desk).

1.2 General Responsibilities

The Resp Org is responsible to its Customer for management of the SMS/800 record and the appropriate coordination with other entities involved in providing the Customer's Toll Free Service. This may include, but is not limited to, coordination with Toll Free Service Providers and the SMS/800 Help Desk. The following general responsibilities are necessary for proper management of the SMS/800 record.

A Resp Org will:

- Have only one Customer for an SMS/800 record.

NOTE: For Shared Use Toll Free or Bundled Services, the Provider of the Shared Use Toll Free or Bundled Service is treated as the Customer.

NOTE: The process for managing duplicate Toll Free numbers that existed prior to May 1, 1993, is outlined in Section 2.2.2.

NOTE: The process for managing the temporary referral of a mis-advertised number is outlined in Section 2.2.7.

- Inform its Customer of the specific function that it, as a Resp Org, will perform.

- Inform its Customer of the specific responsibilities the Customer assumes for identifying requirements to the Resp Org.
- Inform its Customer of the specific responsibilities the Customer assumes for identifying requirements to its Toll Free Service Provider(s).
- Develop its own process for its Customer to notify it of changes to an SMS/800 record.
- Implement, in a timely manner, all Customer requested changes to the SMS/800 record to support the Customer's Toll Free Service.
- Treat all Customer information as confidential unless otherwise instructed by the Customer. This information is and must be treated as Customer Proprietary Network Information. However, all non-proprietary information will be made available to all other Resp Orgs and Toll Free Service Providers on an equal basis. Non-proprietary information has been identified as: the Toll Free number, the Resp Org identification, the status of the Toll Free number or Customer Record in SMS/800, and the associated effective date and time of the Customer Record. In addition in Multiple-Carrier routing situations, the Area of Service (AOS) of the Customer Record is considered proprietary but viewable by those Toll Free Service Providers (with SMS/800 access) listed on the Customer Record.

NOTE: Multiple Carrier routing cannot be provided for the Canadian portion of any SMS/800 Customer Record. It is to be noted that Multi Carrier Selection Capability (MCSC)* in Canada and Multiple Carrier Routing in the U.S. are different.

- If requested by any party, provide the Toll Free number status, Resp Org identification, and trouble referral number for any Toll Free number listed in SMS/800.

* MCSC based on six call routing criteria was implemented in Canada by February, 1996. The implementation complies with a CRTC Order (Telecom Order CRTC 95-574). MCSC provides capabilities for toll-free access services to be selected based on originating NPA, originating NPA-NXX, time of day, day of week, specific date and percentage allocation for calls originating in Canada and terminating in Canada or originating in Canada and terminating in the U.S. (where a business relationship exists). The SMS/800 view capabilities for MCSC are currently not available to SMS/800 users.

Provisioning Guidelines for MCSC will be incorporated into the "Canadian Industry Guidelines for 800 Toll Free Services" CIG-800, which can be obtained from Industry Canada, 300 Slater Street, 15th Floor, Ottawa, Ontario, K1A 0G8, Canada, Attention DOS P-P Tel: (613)990-4761, Fax: (613)990-3341 or on the internet at <http://www.tsacc.ic.gc.ca/CILC/>.

- Conduct an internal reconciliation process annually to ensure that toll free number resources are being properly assigned to SMS/800 categories, are being utilized effectively, and allow for the reclamation (return) of number resources as appropriate.

1.3 Trouble Reporting Responsibilities

The Resp Org is responsible for accepting, referring, coordinating, and/or resolving all trouble reports related to a Toll Free Service for which it is identified as the Resp Org in SMS/800. The following general responsibilities are necessary for proper management of the Toll Free Service trouble.

- Provide the appropriate contact number(s) for Toll Free Service troubles on a 24-hour-a-day, 7-day-a-week basis, for accepting Toll Free Service trouble reports from its Customer or other parties who have identified a potential trouble condition.
- Provide the appropriate trouble reporting management interface(s) for Customers and the SMS/800 Help Desk.
- Confirm and, when appropriate, correct the information contained on the SMS/800 record to resolve the trouble. When the trouble is not SMS/800 related, the Resp Org will refer the trouble to the appropriate Toll Free Service Provider(s) for resolution as outlined in Network Operations Forum (NOF) Trouble Reporting documents.
- Advise its Customer and the affected Toll Free Service Provider(s) of the appropriate status during resolution of the Toll Free Service trouble, and maintain appropriate documentation of the trouble resolution.

2. Ten Digit Toll Free Number Administration

2.1 Preface

Ten digit Toll Free Carrier Identification enables a Toll Free Service Customer to retain use of its existing Toll Free number when changing Resp Org and/or Toll Free Service Provider. This section outlines the principles to be followed by the Resp Org and its Customers to properly manage and utilize this resource.

2.2 Basic Principles

Toll Free Service numbers are fundamentally a resource of the North American Numbering Plan Administrator. Toll Free Service numbers are assigned by Resp Orgs

to their Customers from a common pool of available numbers. The following form the foundation of the Ten Digit Toll Free Number Administration guidelines.

2.2.1 Toll Free numbers are not to be treated as commodities which can be bought or sold, and no individual or entity is granted a proprietary interest in any Toll Free number assigned. Resp Orgs and Toll Free Service Providers are prohibited from selling, brokering, bartering, or releasing for a fee (or other consideration) any Toll Free number.

Reserving, Assigning, or activating (Working) Toll Free numbers by Resp Orgs, Toll Free Service Providers, or Customers for the primary purpose of selling, brokering, bartering, or releasing for a fee (or other consideration) that Toll Free number is prohibited.

However, the Toll Free Service End-User Subscriber has the ultimate right to control its Toll Free Service, and its reserved, active, or assigned Toll Free Service numbers.

NOTE: For Shared Use Toll Free or Bundled Services, the Shared Use Toll Free or Bundled Service Provider is treated as the Toll Free Service End-User Subscriber, and is responsible to notify its purchasers of these services of this fact.

NOTE: The statements above should not be interpreted as inhibiting the sale, resale, brokering, or bartering of Toll Free Service.

2.2.2 An individual Toll Free Service number can be assigned to only one Toll Free Service End-User Subscriber. Duplicate Toll Free number assignment to multiple Toll Free Service End-User Subscribers existed prior to May 1, 1993. The appropriate Resp Orgs, Toll Free Service Providers, and the SMS/800 Help Desk have identified procedures for managing these situations with the intent of eventually eliminating these duplicate number assignments. New Toll Free number duplication between multiple Toll Free End-User Subscribers is prohibited.

2.2.3 Certain Toll Free NXX codes are not open for ten digit line number assignment in the United States and Canada because of specific Toll Free Service applications outside the U.S. and Canada, but within the North American Numbering Plan.

In addition certain Toll Free NXX codes or portions thereof (e.g., Radio Common Carrier Service 800-N0/12, Hearing Impaired Services 800-855, Test numbers 800-250, and Toll Free Directory Assistance 800-555) are not open for general assignment.

NOTE: The NANPA will continue to manage line number assignments associated with the 800-855 codes.

NOTE: Assignment of Intrastate Radio Common Carrier (RCC) codes are currently managed in the following manner:

- Special 800 NXX codes which are not available for general ten digit line number assignment are utilized (800 - N0/12).
- As an Intrastate service only, number duplication between states is permitted and is not restricted by Section 2.2.2 above.
- Specific guidelines for RCC number administration are managed by and available from the Local Exchange Carriers.

The SMS/800 Help Desk will update lists of Open and Closed Toll Free NXX codes as changes occur, and provide a capability for an Toll Free NXX code administration activity audit trail.

A complete list of NXXs, and associated status, to be used in SMS/800 will be maintained by the SMS/800 Help Desk, provided to all Resp Orgs, and made available to all Toll Free Service Providers through the North American Numbering Plan Administrator.

2.2.4 Toll Free Service End-User Subscribers are able to retain use of their Reserved, Assigned, or Active Toll Free Service numbers despite changes in their Resp Org and/or Toll Free Service Provider(s). When Toll Free Service End-User Subscribers initiate a change in Resp Org and/or Toll Free Service Provider(s), the SMS/800 status of the numbers will remain the same. (See Section 3 of these guidelines.)

2.2.5 Reservation, Assignment or Activation (Working) of Toll Free numbers may only be made by a Resp Org based upon negotiations with a specific prospective Customer. When the Resp Org learns of the Customer's decision not to utilize the Reserved or Assigned Toll Free number, the Resp Org must release the Toll Free number back to Spare status and the pool of numbers available for assignment within 48 hours of Customer notification.

To meet Customer demand and maximize the availability of ten digit Toll Free numbers, the following limits for the quantity of Toll Free Service number reservations each Resp Org can have at any given time have been established:

At any given time, each Resp Org entity can have up to 1000 numbers reserved or 8% of its total quantity of working Toll Free Service numbers, whichever is greater. This reservation limit will continue to be reviewed periodically.

When the industry has determined that conservation measures should be invoked to delay exhaustion of the toll free resource, each Resp Org entity at any given point in the time during the conservation period can have up to 500 numbers reserved or 5% of its total quantity of working Toll Free numbers, whichever is greater. (These reservation limits apply only throughout the conservation period.)

When conservation is invoked, any entity who has more than 5% of its total working numbers in a reserved status will receive notification 30 days prior to implementation of the 5% systematic limitation from the SMS/800 Management Team (SMT). All Resp Org entities will receive prior notice to bring reservation numbers down to the defined limits. During this 30 day period, it is up to each entity to monitor its reserved numbers in order to ensure that the Resp Org is under the 5% limit when the system change is implemented.

2.2.6 When the Toll Free Service is disconnected or canceled, the Toll Free number must be recovered, returned to the common assignment pool (SMS/800), and made available for reassignment to other potential Toll Free Service End-User Subscribers. Toll Free Service disconnects and cancellations require Toll Free number recovery to provide fair and equitable treatment for Toll Free number assignment among all Resp Orgs, Toll Free Service Providers, and Toll Free Service End-User Subscribers.

In order to return transitional numbers to the toll free resource pool, Resp Orgs may, during a conservation mode, review and release their transitional numbers back to the pool in advance of SMS/800 systematic aging. Voluntary minimum aging may be reduced to four months (disconnect plus transition interval) when the toll free resource is 95% exhausted.

NOTE: It is understood that the four month voluntary minimum aging can be implemented immediately to address 800 number resource exhaust and 888 implementation

2.2.7 Directory or other publication errors occurring during the Toll Free Service provisioning process present a distinct set of problems that often requires special handling. An investigation of the specific facts and circumstances surrounding a given situation will often be required by the involved Toll Free Service Providers, in conjunction with the Resp Org and the Toll Free Service End-User Subscribers, before such situations can be resolved. It should be noted that there may be certain situations where a remedy may not be available.

When the situation of a mis-advertised Toll Free Service number exists, temporary referral arrangements may be negotiated between the existing Toll Free End-User Subscriber, the company that mis-advertised the Toll Free number and the involved Toll Free Service Providers. Every effort should be made to limit the amount of time that the referral arrangement exists. A suggested arrangement could be a message referral recording.

2.2.8 It is expected that Resp Orgs and their Customers will demonstrate a good faith effort toward adherence to the principles outlined above, and while compliance is voluntary, any suspected abuse may be referred to:

(in the United States)
Chief of Informal Complaints
Federal Communications Commission
2025 M Street N.W., Room 6202
Washington, DC 20054

(in Canada)
Director General
Spectrum Engineering
Industry Canada
Ottawa, ON, Canada
K1A 0C8

NOTE: All Canadian concerns relating to Toll Free numbering resources should be directed to the Chairman of the Canadian Interconnection Liaison Committee (CILC) as shown above.

Although the single point of contact for the Canadian Government is the Chairman of the CILC, all correspondence received will be copied internally to the Canadian Radio, Television and Telecommunications Commission (CRTC) and the Telecommunications Policy Branch of Industry Canada. This will ensure that all the necessary aspects of any issue (e.g., technical, discriminatory, and/or telecommunications policy) are addressed.

2.3 Specific Toll Free Number Requests

The status of all ten digit Toll Free numbers is tracked for all U.S. and Canadian services, and potential Toll Free Service End-User Subscribers have significant flexibility in Toll Free number selection. Specific Toll Free number reservations will be honored whenever possible. To ensure fair treatment to all potential Toll Free Service End-User Subscribers, Toll Free Service Providers, and Resp Orgs, the following guidelines apply.

2.3.1 Specific Toll Free number requests are honored based upon availability, on a first-come, first-served basis, at the time the reservation request is initiated by a Resp Org into SMS/800.

2.3.2 A specific Toll Free number may be reserved for a maximum of 60 calendar days on behalf of a Resp Org's Customer. However, if the Toll Free number status in SMS/800 does not change to Assigned or Working prior to the end of the Toll Free number reservation period, SMS/800 will automatically change the status on the number back to Spare and return it to the general pool for assignment. This process supports the need to recover ten digit Toll Free numbers for use by all Resp Orgs and their Customers.

2.3.3 To ensure the capability to move a Reserved Toll Free number from one Resp Org to another (as outlined in Section 3), it is recommended that the potential Toll Free Service Customer sign and submit a Toll Free number reservation agreement form to its Toll Free Service Provider. This agreement form should stipulate the actual Toll Free number reserved, as well as the basic assignment principles regarding the Customer's non-proprietary interest in the specific Toll Free number.

2.3.4 The Resp Org may mark the toll-free number with the special Resp Org ID, XXX99 (i.e. XXX representing the Resp Org entity) to notify all Resp Orgs that conditions exist that may require extra verification before the toll-free number can be ported either 1) between new and old Resp Orgs or 2) through SMS/800 Help Desk Resp Org change request procedures.

2.4 Service Management System for Toll Free Numbers

To effectively administer ten digit Toll Free numbers, the Service Management System for Toll Free numbers (SMS/800) is being utilized by all Resp Orgs. Within SMS/800, nine Toll Free number statuses have been defined. A brief explanation of each Toll Free number status is provided. For further details, the Resp Org should review procedures outlined in the "800 Service Management System User's Guide."

2.4.1 NXX NOT OPEN: The Toll Free number is in a Toll Free NXX code which is not open/available for general ten digit number assignment.

2.4.2 SPARE: The Toll Free number is available for assignment by a Resp Org.

2.4.3 RESERVED: The Toll Free number has been reserved by a Resp Org for its Customer, and may be held in this status for up to 60 days.

2.4.4 ASSIGNED: The Toll Free number record has specific Customer routing information entered by the Resp Org in SMS/800 and is pending activation in the SCPs. A Toll Free number may remain in this status until changed to Working or for a maximum of 12 months, whichever occurs first.

2.4.5 WORKING: The Toll Free number is loaded in the SCPs and is being utilized to complete Toll Free Service calls.

2.4.6 DISCONNECT: The Toll Free Service has been discontinued and an Exchange Carrier intercept recording is being provided. After a designated interval, the Toll Free number status will change to Spare.

2.4.7 TRANSITIONAL: The Toll Free Service has been disconnected for less than 6 months, but no Exchange Carrier intercept recording is being provided. At the end of 6 months, the Toll Free number status is systematically changed to Spare.

2.4.8 SUSPEND: The Toll Free Service has been temporarily disconnected and is scheduled to be reactivated. A Toll Free number may remain in this status until changed to Working or for a maximum of 12 months, whichever occurs first.

2.4.9 UNAVAILABLE: The Toll Free number is not available for assignment due to an unusual condition. Requests to make a specific Toll Free number unavailable must be

submitted in writing to the SMS/800 Help Desk with the appropriate documentation of the reason for the request. The SMS/800 Help Desk is the only entity that can assign or remove this status to a number.

3. Coordinated Conversion of Toll Free Service

3.1 Preface

This section describes the process that enables a Toll Free Service End-User Subscriber to retain the use of an active, reserved, or assigned Toll Free Service number when changing Responsible Organizations (Resp Orgs), and potentially, Toll Free Service Provider(s). This section outlines the responsibilities of the Customer, the Resp Org, and the Toll Free Service Provider(s).

3.2 Change of Resp Org

NOTE: A change of Resp Org should not be confused with changes to the Toll Free Service(s) of Toll Free Service Provider(s). It is the responsibility of the customer to separately advise its Toll Free Service Provider(s) of any proposed changes to the Toll Free Service(s) (i.e., change of Resp Org only, conversion to Multiple Carrier, disconnection of service).

3.2.1 Responsibilities of the Customer: To change its Resp Org, the Customer should:

- Establish a business relationship with the new Resp Org and provide appropriate documents as required by the new Resp Org for managing the SMS/800 record.
- Notify the new Resp Org of the requested date for the Resp Org change to occur.
- Notify the current Resp Org of the effective date to terminate the business relationship for managing the SMS/800 record for a Toll Free number.

3.2.2 Responsibilities of the new Resp Org: The responsibilities of the new Resp Org are to:

- Establish a business relationship with the Customer for Resp Org management of the SMS/800 record, and confirm with the Customer the Customer's obligation to define the Toll Free Service requirements directly to the Toll Free Service Provider(s).

- Obtain the necessary information from the Customer to assume SMS/800 record management. This information includes the Toll Free number and the requested effective date of the Resp Org change.
- Implement, in a timely manner, all Customer-requested changes to the SMS/800 record to support the Customer's Toll Free Service.

3.2.3 Responsibilities of the current Resp Org: When the Customer requests a change of Resp Org, it is the responsibility of the current Resp Org to:

- Ensure that it has, from the Customer, the information necessary to validate the request and transfer management of the SMS/800 record to the new Resp Org. The transfer information includes, but is not limited to: the identity of the new Resp Org, the Toll Free number, and the requested date of transfer.
- Validate the change of Resp Org request against internal Customer information to ensure the request has been authorized by the Customer. A Customer's name may be compared to multiple sources internally that may include the following examples:
 - Service Address Name
 - Billing Address Name
 - Does Business As (DBA) information
 - Additional Listing information

Additionally, the Resp Org may validate address information on the change of Resp Org request against internal Customer address information. A Customer's address may be compared to multiple sources internally that may include the following examples:

- Service Address
- Billing Address

When an address has been matched, but no Customer name matches, the old Resp Org should attempt to contact its Customer to verify the information to complete the Resp Org change.

- When the internal Customer information reveals the probability that the Toll Free number is a Resold Toll Free Service, the current Resp Org should contact the Toll Free Service Reseller to validate the Toll Free Service End-User Subscriber information, and to confirm it is the only user of the Toll Free number.

When the new Resp Org acts on behalf of the Customer via written authorization to the old Resp Org, the following additional information is required:

- The Toll Free numbers that need to be transferred to the new Resp Org.
 - Customer name and address, requested date of change, contact name and telephone number, Customer authorized signature.
 - Date and time the written authorization is sent to the old Resp Org.
 - New Resp Org SMS/800 identification and new Resp Org contact number.
- Release management of the SMS/800 record by changing the record to reflect the new Resp Org. This change should be made no later than two full business days after receipt of the change request (unless a later date is requested by the Customer), or the current Resp Org should communicate back to the Customer the reason the requested Resp Org change cannot be made.
 - Assist the new Resp Org with any outstanding trouble conditions as outlined in Section 3.4.
 - Advise the Customer of its inability to affect any further SMS/800 record management after completing the transfer of the specified record to another Resp Org.

3.2.4 Special Contitions

XXX99 is an optional Resp Org ID that can be used to identify toll-free numbers that may warrant special consideration before a Resp Org change is requested. This Resp Org ID may be used to identify toll-free numbers involving special conditions, e.g:

- Shared/bundled services
- Fraudulent or unauthorized Resp Org change attempt
- Government directives/Court Orders

If the new Resp Org elects to request the SMS/800 Help Desk to make the Resp Org change, the new or requesting Resp Org is expected to validate the customer-signed Resp Org change request to ensure that the toll-free number is currently assigned to the end-user requesting the change and that the number is not subject to special considerations that may preclude its portability. This verification of end-user may be accomplished by:

- calling the toll-free number in question

- reviewing bill-copy that clearly indicates the current end-user subscriber of the toll-free number
- obtaining verification from the old Resp Org, or
- such other verification that clearly confirms that the customer requesting the Resp Org change is the current and valid end-user subscriber.

3.3 Changing Toll Free Service Providers

NOTE: A change of Resp Org should not be confused with changes to the Toll Free Service(s) of Toll Free Service Provider(s). It is the responsibility of the customer to separately advise its Toll Free Service Provider(s) of any proposed changes to the Toll Free Service(s) (i.e., change of Resp Org only, conversion to Multiple Carrier, disconnection of service).

3.3.1 Customer Responsibilities: To change the Toll Free Service(s) purchased from Toll Free Service Provider(s), the Customer should:

- Establish a business relationship with the new Toll Free Service Provider(s) and provide appropriate information as required by the new Toll Free Service Provider(s) for the ordering and provisioning of the Toll Free Service(s).
- Notify the current Toll Free Service Provider(s) of any modifications of their business relationship and current Toll Free Services(s) and provide the appropriate information (i.e., requested effective date) as required by the current Toll Free Service Provider(s).
- Notify the appropriate Resp Org of the Toll Free Service modification and provide the appropriate information as required by the Resp Org for management of the SMS/800 record.

3.3.2 Responsibilities of the Resp Org: When modifications to the Toll Free Service(s) are not accompanied by a change of Resp Org:

- The Resp Org should ensure it has an established business relationship with the appropriate Toll Free Service Provider(s) to support Toll Free Service(s) through SMS/800 record management.
- The Resp Org should confirm with the Customer the Customer's obligation for defining the Toll Free Service requirements directly to the Toll Free Service Provider(s).
- The Resp Org should implement, in a timely manner, all Customer requested changes to the SMS/800 record to support the Customer's Toll Free Services.

When modifications to the Toll Free Service(s) are accompanied by a change of Resp Org, the guidelines in section 3.2.2 and 3.2.3 would apply.

3.4 Trouble Reporting Considerations

3.4.1 Whenever the Resp Org for an SMS/800 record is changed, the potential for mishandling trouble reports related to that Toll Free number increases substantially. This is particularly true during the period of time between when the Resp Org change is being made on the SMS/800 record, and when the new Resp Org completes the appropriate traffic routing changes on the SMS/800 record.

3.4.2 While the potential for increases in trouble report mishandling cannot be eliminated, it can be reduced significantly by:

- Minimizing the time between the Resp Org change and completion of any associated routing changes on the SMS/800 record.
- Properly managing the timing of the SMS/800 record traffic routing change. Since the volume of trouble reports is lowest during low traffic periods, SMS/800 record traffic routing changes performed during the Customer's lowest traffic periods should minimize trouble conditions.

3.4.3 All Resp Orgs should refer to the Network Operations Forum (NOF) Trouble Reporting documents for additional details.

3.4.4 The new Resp Org is responsible for accepting, referring and/or resolving all Toll Free Service trouble reports related to a change of Resp Org in the SMS/800, in accordance with NOF Trouble Reporting documents.

4. SMS/800 Help Desk Responsibilities

4.1 Preface

SMS/800 Help Desk is the organization that administers the SMS/800 system for the centralized management of Toll Free numbers. This section outlines the responsibilities of the SMS/800 Help Desk.

4.2 General Responsibilities

The SMS/800 Help Desk will:

- Have a service orientation and appreciation of SMS/800 user time and revenue-sensitive concerns.

- Provide logons and passwords for the SMS/800 System upon receipt of valid requests for logons/passwords.
- Provide access to the SMS/800 to manage and administer Toll Free records.
- Provide coverage for user support with regard to the operation of the SMS/800: 7 days a week, 24 hours a day.
- Maintain a complete list of Toll Free NXX codes and associated statuses and provide the list to all Resp Orgs as changes occur, and make the list available to all Service Providers through the North American Numbering Plan Administrator.
- Receive requests for unavailable numbers and if the requests meet industry guidelines defined in Section 2.4.9, mark Toll Free numbers unavailable in SMS/800; the SMS/800 Help Desk will also monitor, verify and maintain unavailable numbers.
- Publish quarterly reports to Resp Orgs detailing the current list of unavailable numbers, the requester and why the number is unavailable.
- Provide adequate staffing for user support and SMS/800 trouble resolution.
- Resolve any errors with the SMS/800 entry and SCP download process with the Resp Org within a reasonable time frame.
- Upon Resp Org request and, where necessary, SCP owner/operator approval, obtain and deliver any of the available SMS/800 reports.
- Provide the document entitled "Reference List for Toll Free Service"
- Treat all Customer information held by the SMS/800 Help Desk, or contained within support systems it uses, as confidential unless otherwise instructed by the Customer. However, all non-proprietary information (as defined in Section 1.2) will be made available to all other Resp Orgs and Toll Free Service Providers on an equal basis.
- The SMS/800 Help Desk will make Resp Org changes when requested by a Resp Org using the appropriate form. The responsibility to verify the accuracy of end-user information belongs to the requesting Resp Org (see Section 3.2.4). Resp Org change requests may be accepted via Fax for emergency request. The SMS/800 Help Desk will be responsible for providing appropriate procedure and form upon request. The industry procedure is described in a separate document, 'SMS/800 Help Desk Resp Org Change Process'.

Under normal conditions, the SMS/800 Help Desk should complete the Resp Org change request within 2 business days.

5. Glossary

Agent: Any authorized representative of a Toll Free Service End-User Subscriber or a Toll Free Service Provider. The agent is the entity whom the Toll Free Service End-User Subscriber or the Toll Free Service Provider has authorized to act on its behalf to establish, change or disconnect Toll Free Service.

Bundled Service: A service (e.g., paging, locator, or phone card service) where access to the service is via a Toll Free number.

Bundled Service Provider: An entity that offers Bundled Services to its customers.

Customer: A Toll Free Service End-User Subscriber, a Toll Free Service Provider or an Agent of either.

North American Numbering Plan (NANP): The process for assigning ten digit telephone numbers in North America where the first three numbers represent an area code, the second three a local telephone exchange within that area, and the final four digits a line numbers assignment within the exchange.

North American Numbering Plan Administrator (NANPA): The organization that is responsible for administering the NANP. This role is currently filled by Bellcore.

SMS/800 Help Desk: The organization that administers the SMS/800 system for the centralized management of Toll Free numbers.

NXX Code: The three digits (in positions 4, 5, and 6) in an 8XX-NXX-XXXX number.

Resold Toll Free Service: Toll Free Service which is resold by the customer of a Toll Free Service Provider to a Toll Free Service End-User Subscriber or another Toll Free Service Reseller.

Responsible Organization (Resp Org): The entity designated to manage and administer a Customer's SMS/800 records.

Service Control Point (SCP): The real-time database systems in the Exchange Carrier network that contain routing instructions downloaded by the SMS/800.

Shared Use Toll Free Service: A Toll Free Service which terminates traffic to more than one purchaser based upon some unique identification capabilities (e.g., PINs, authorization codes).

Shared Use Toll Free Service Provider: Entity that offers Shared Use Toll Free Service to its customers.

Toll Free Number Administration: The process of assigning, reserving, and releasing Toll Free numbers for public use.

Toll Free Service: A telecommunications service for which the dialing party incurs no toll charges.

Toll Free Service End-User Subscriber: The entity which subscribes to Toll Free Service from the Toll Free Service Provider. This entity defines and manages all final termination points for the Toll Free Service, and takes ultimate financial responsibility for tariffed charges resulting from callers dialing the Toll Free number.

NOTE: The Toll Free Service End-User Subscriber definition specifically excludes Toll Free Service Resellers with respect to all situations of Resold Toll Free Service other than Shared Use Toll Free and Bundled Services.

Toll Free Service Provider: Telecommunications company that offers Toll Free Service to its customer.

Toll Free Service Reseller: A Toll Free Service Provider that purchases Toll Free Service from another Toll Free Service Provider and resells the Toll Free Service to its customer.

Traffic: Telephone calls sent and received over a communications channel, a quantitative measurement of telephone use, usually by number of calls and their length over a specific period.

800 Service Management System (SMS/800): The main operations support system used to create and update Toll Free records that are then downloaded to SCPs for processing Toll Free Service calls. The system is used by Resp Orgs to manage and administer SMS/800 records.

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February 13, 1997

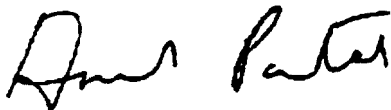
To: SNAC Co-Leaders
Ms. Marlene Nickolson & Mr. David Loose

Dear Marleen & David,

We would like to provide you additional information with regard to the following two issues discussed at the OBF/SNAC 57.

1. As you know, a consensus was reached to change the reservation limit in SMS/800 from 15% to 8%. Please be advised that in light of the FCC Order dated May 10, 1996 (copy attached), the SMT will not implement this change at this time. You may want to include this issue in the proposed ex-parte with the FCC.
2. At the SNAC meeting, an overview of the Electronic Resp Org Change Request feature was provided and six statuses for a Resp Org change request were reviewed. These are, OPEN, REOPEN, DENIED, CANCEL, COMP, and COMPHD (Help Desk completed). A further review of these statuses revealed a scenario not covered by the above six statuses. For example, if a Resp Org change is made on an OPEN/REOPEN request and the new control Resp Org does not match the requesting Resp Org of the OPEN request, we need to identify such cases to the requesting Resp Org. A new status, SYSWD (system withdrawn), is therefore added to cover such situations.

On behalf of the SMS/800 Management Team,



Anil Patel
SMS/800 Services

Copy

SMT Members



Federal Communications Commission
Washington, D.C. 20554

MAY 10 1996

Mr. Michael Wade
President
Database Service Management, Inc
6 Corporate Place
Room PA - 1F286
Piscataway, NJ 08854-4157

Dear Mr. Wade:

The Common Carrier Bureau ("Bureau") has continued to monitor the rate at which toll free numbers have been reserved and now finds that it is in the public interest to end the 800 number conservation plan. We continue to believe, however, that the concerns that led to our imposing a conservation plan for 888 numbers remain, albeit to a lesser degree. The Bureau, therefore, will impose an amended 888 number conservation plan, one that increases the minimum weekly allocation for all Responsible Organizations ("RespOrgs") to 300 numbers.

On June 13, 1995, in response to an industry request, the Bureau implemented a plan to conserve the supply of 800 numbers until 888 numbers were available for toll free calling. The original 800 plan was refined twice before 888 numbers were introduced. In August 1995, the Bureau adopted a conservation plan based on two factors: (1) the growth in a RespOrg's working numbers between December 1993 and December 1994; and (2) its market share of total working numbers as of December 1, 1993. All subsequent conservation measures have been based on the August 1995 plan. Prior to the introduction of 888 numbers, the Bureau, acting on delegated authority, issued a Report and Order¹ that addressed issues critical to the introduction of 888 numbers. As part of the Bureau Order, the Bureau continued the conservation of 800 numbers and established a conservation plan for 888 numbers. On February 10, 1996, 888 numbers became available for early reservation and on March 1, 1996, 888 numbers became available for toll free calling.

The Bureau Order determined that continuing conservation measures, for a limited time, would serve the public interest. To reduce pent-up demand for toll free numbers, the pre-existing conservation plan was modified so that the total weekly allocation of 800 numbers was more than doubled, from 29,000 to 73,000 numbers, for three weeks prior to the introduction of 888 numbers. On February 18, 1996, the weekly allocation of 800 numbers returned to 29,000 numbers to ensure the continued availability of 800 numbers, until toll free calls to 888 numbers could be placed in most service areas. The Bureau stated its intent to end all 800 number conservation measures once it became convinced that 888 calls could be

¹ Toll Free Service Access Codes, Report and Order, 11 FCC Rcd 2496 (released January 25, 1996) ("Bureau Order").

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placed nationwide.²

The Bureau Order also found it to be in the public interest to impose conservation measures on 888 numbers to prevent the Service Management System ("SMS") database from a potential "system overload" and to discourage a rush to reserve 888 numbers. The Bureau did, however, see RespOrgs' weekly allocations of 888 numbers at a much higher level than their allocations of 800 numbers. Under the initial 888 conservation plan, which remains in place, each RespOrg was allotted either 200 888 numbers or four times its allocation under the August 800 number allocation plan, whichever was greater. All RespOrgs entering the market are currently allocated the minimum number of 800 and 888 numbers. The industry as a whole can reserve approximately 120,000 888 numbers a week. The Bureau noted that it would reevaluate its conservation measures following the March 1, 1996 introduction of 888 numbers.³

As of April 22, 1996, 493,200 800 numbers and 7,017,068 888 numbers were available for reservation. For the week ending April 20, 1996, 79,813 of the total weekly allotment of 131,198 888 numbers were reserved by the industry.⁴ For 800 numbers, 22,724 of the total weekly allotment of 29,633 numbers were reserved.⁵ These data suggest that most RespOrgs have filled the majority of the back orders they were unable to serve before 888 numbers became available for toll free calling.

The Commission has recently received several letters from RespOrgs and carriers asserting that the toll free conservation measures limit their ability to serve their customers.⁶ The

² Id.

³ Id.

⁴ The number of 888 numbers available according to the conservation plan has increased because of the increase in the number of new RespOrgs. All RespOrgs are allocated a minimum of 200 numbers a week.

⁵ SMS/800 Number Administration Report, Weekly Number Reservation Summary (April 22, 1996).

⁶ See e.g., Letter from Dawn Bizub, Marketing, Westinghouse Communications to Mary De Luca, Senior Engineer, Network Services Division, Common Carrier Bureau, FCC (March 9, 1996); Letter from Glen S. Richards and Jason S. Roberts, Counsel for Eastern Telecom International Corporation to William F. Cahn, Acting Secretary, FCC (March 5, 1996); Letter from Glenn B. Manishin, Blumenthal and Cohen, Counsel for Nextlink Solutions to Regina

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Competitive Telecommunications Association ("Comptel"), in conjunction with LDDS WorldCom and Sprint, has asked the Commission to lift the limits on 888 number reservations currently in place. Comptel asserts that the reasons for the continuation of the 888 conservation plan, as stated in the January 25, 1996 Bureau Order, are no longer valid and that lifting the 888 number conservation plan is not likely to result in a rush to reserve 888 numbers or an overloading of the SMS database. Comptel also notes that the Commission could readily re-institute its conservation plan, if conditions necessitate such action.⁷

We generally agree that the reasons for implementing our 800 number conservation plan are no longer valid. In the Bureau Order, we stated that "we intend to end the 800 number conservation plan once we are convinced that 888 calls can be placed nationwide."⁸ According to United States Telephone Association's ("USTA") February 26, 1996 report, only two locations, both in North Carolina, with a total of 11,985 access lines, will be unable to support 888 traffic until June 1996.⁹ Additionally, there have been no reports of network problems supporting toll free traffic using 888 numbers. These facts convince us that, with the exceptions noted by USTA, 888 calls can be placed nationwide and, accordingly, we direct DSMI to end the 800 number conservation plan. The lifting of the 800 number conservation plan should allow carriers to serve their toll free customers in a timely fashion. By order of this letter, we direct DSMI to end the conservation plan for 800 numbers at 12:01 a.m., ET, May 12, 1996. Until the Commission resolves the remaining issues addressed in the Notice of Proposed Rulemaking,¹⁰ we expect the industry to abide by the Industry

M. Keeney, Chief, Common Carrier Bureau, FCC (April 12, 1996).

⁷ Letter from Genevieve Morelli, Competitive Telecommunications Association, Richard Whitt, LDDS WorldCom, and Norina Moy, Sprint Communications Co. to Kathleen Levitz, Deputy Bureau Chief, Common Carrier Bureau, FCC (April 25, 1996).

⁸ Bureau Order, 11 FCC Red 2496.

⁹ Letter from Donald G. Bender, Director - National Services Planning, USTA to John Morabito, Deputy Division Chief, Network Services Division, Common Carrier Bureau, FCC (February 26, 1996).

¹⁰ Toll Free Service Access Codes Notice of Proposed Rulemaking, 10 13962 (released October 5, 1996) ("NPRM").

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Guidelines currently in place ¹¹

We are, however, unconvinced that the concerns that led to our imposing a conservation plan for 888 numbers are no longer present. In the Bureau Order, we addressed only those issues critical to opening the 888 service access code by March 1, 1996. The Commission has not yet addressed other issues regarding the efficient, fair, and equitable allocation of toll free numbers. We, therefore, conclude that it is in the public interest to continue to maintain an 888 number conservation plan.

We do, however, recognize that the current 888 number conservation plan may be impeding smaller RespOrgs from serving their 888 customers. We find that we can address our concerns and the needs of these carriers and their customers by increasing the minimum allocation of 888 numbers to 300 numbers a week. This, coupled with our eliminating the conservation plan for 800 numbers, should give RespOrgs of all sizes a reasonable opportunity to meet their customers' demands for toll free dialing services.

We now direct DSMI to amend the conservation plan for 888 numbers so that the minimum weekly allocation for all RespOrgs is increased to 300 888 numbers a week. The weekly allocation for those RespOrgs currently being allocated at least 300 888 numbers will not change as a result of this letter. We direct DSMI to implement the amended 888 number conservation plan at 12:01 a.m., ET, May 12, 1996. We will continue to monitor the rate at which toll free numbers are reserved and will reevaluate the 888 number conservation plan at a later date.

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Sincerely yours,

Regina M. Keeney
Regina M. Keeney
Chief
Common Carrier Bureau

¹¹ Industry Guidelines for 800 Number Administration (June 8, 1995). For example, the Industry Guidelines currently limit each RespOrg entity, at any given time, to reserve 1,000 toll free numbers or 15 percent of its total of quantity of working toll free numbers, whichever is greater.